



# PURSUIITS

September 2020

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# Be Seminole Safe

Join ITS for National Cybersecurity Awareness Month this October and help stop the spread of cybercrime. Attend a virtual cybersecurity training session or take the Seminole Safe exam to check your cybersecurity health and be entered to win one of two \$500 tuition scholarships or an iPad.

[Get Involved](#)

## ITS News



### 2FA for FSU

FSU is expanding two-factor authentication (2FA) to all FSU systems, including myFSU Portal, myFSU HR, FSU email and other Office 365 applications. Within the next few months, all FSU student, faculty, staff and alumni accounts will be protected with 2FA. ITS employee accounts already have 2FA activated, and 2FA is rolling out in waves to the rest of the FSU community starting September 15 for employees, who will be activated by department, and October 26 for students and alumni.

[More Info](#)

### Training for New myFSU Service Center

ITS is gearing up to launch the new myFSU Service Center on October 26. Just over a month away, the new user-friendly support system will have an entirely new look and webform for submitting cases. On the back end, training on the new system for Service Center provider groups is taking place now and will extend into October.

[Find Out More](#)

### Change Management Moves to Salesforce

The ITS change management process currently in ServiceNow will move to Salesforce on Monday, September 21. After September 21, any change requests that would have been added into ServiceNow for approval by the Change Advisory Board (CAB) will be entered in the myFSU Service Center, powered by Salesforce.

[More Info](#)

## VOC Update

One year later, ITS is continuing to transform to meet the needs of the FSU community identified in the 2019 Voice of the Community campaign. ITS recently launched a new expedited service procedure for IT professionals and published a New Nole TechList for incoming students, and a one-year follow up survey is in the works.

[See the Progress](#)



## Zoom Video Series

Zoom is consistently rolling out new security features. Check out this mini-series on the latest Zoom operation and security tips. Each video includes step-by-step instructions for setting up secure meetings, managing sessions and more.

[See the Playlist](#)

## ITS Professional Development

ITS has kicked off our Fall 2020 professional development series and has planned a semester of informative and entertaining virtual sessions. From cybersecurity to holiday appetizers, we've got you covered. Sessions are open to all IT professionals.

[Mark Your Calendar](#)

# Virtual Watercooler

Miss the hallway conversations of TSB? Check out the ITS Remote Watercooler Conversations channel on the ITS Staff Teams site. Team members have been posting everything from comics to summer vacation photos. Check the channel regularly for new topics and join in the conversation!

[Check It Out](#)

## Remote Instruction Resources

In addition to delivering course content in a new way, working remotely poses several unique security risks. Share these technology resources and recommendations with faculty members to help support online instruction this semester.

[Remote Instruction Tips](#)

## Mental Health Awareness Training

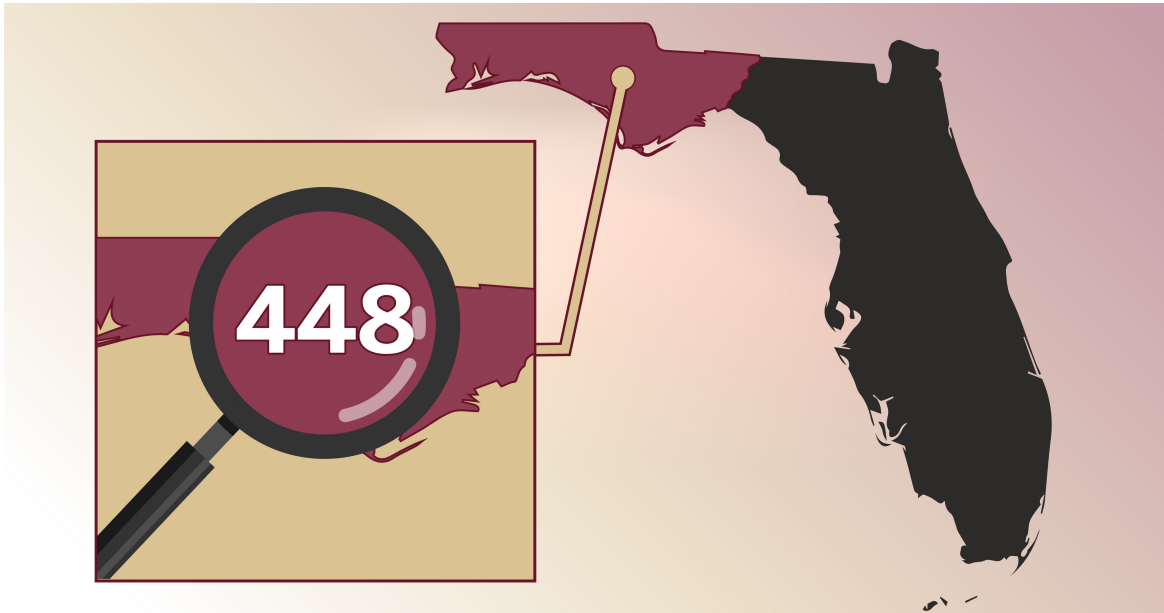
Don't forget to complete the mandatory mental health awareness training, offered by FSU Human Resources. The simulation-based training will help you notice signs of emotional distress, use techniques to discuss concerns and refer people in need to the appropriate campus resources. All employees are required to complete the training by October 9, 2020.

[Start Training](#)

## FSU Sustainable Book Club

**Sustainable Campus** and the Green Office Certification program is hosting an online book club this fall on October 14 and November 18 at 10:30AM. Any interested faculty or staff member is welcome to attend. The book they will be discussing is ***Don't Even Think About It: Why Our Brains Are Wired to Ignore Climate Change***. If interested in attending, email Stephanie Cornais for Zoom information.

[Join the Discussion](#)



## New FL Area Code

Get ready to change how you dial. A new 448 area code will be assigned to new phone numbers in the Florida Panhandle beginning in 2021. Starting February 20, 2021, individuals will need to dial 10-digit numbers for local calls. To prepare, update FSU websites, email signatures and call forwarding numbers with the 10-digit number. This change will not affect internal FSU calls, which can continue to be dialed with 5-digits.

[Find Out More](#)

## Zoom Waiting Rooms and Passcodes

All Zoom meetings will soon require an additional step for entry to better control meeting security. Starting September 27, individuals scheduling a meeting will have to either enable the waiting room setting or require a passcode, with waiting room being the default setting.

[Learn More](#)



## TEC Classrooms

Jay Willoughby and his **Technology Enhanced Classrooms** (TEC) team worked alongside **FSU Facilities** this summer to prep classrooms for the return to campus. TEC helped install signage and arrange classroom furniture to promote social distancing during the Fall 2020 semester. Jay even made his film debut in the *Stay Healthy FSU* video for COVID-19 classroom guidance. Do your part and stay healthy FSU!

[Watch the Video](#)



## NWRDC

The Northwest Regional Data Center (NWRDC) is the state of Florida's leading computing provider in educational and governmental communities. NWRDC has been serving the data storage and application hosting needs of the state for over 48 years, and their customers include the Department of State, Department of Revenue, Leon County Schools, FSU Foundation, FSU Health Services and FSU Police Department.

[Learn More](#)

## We Are IT



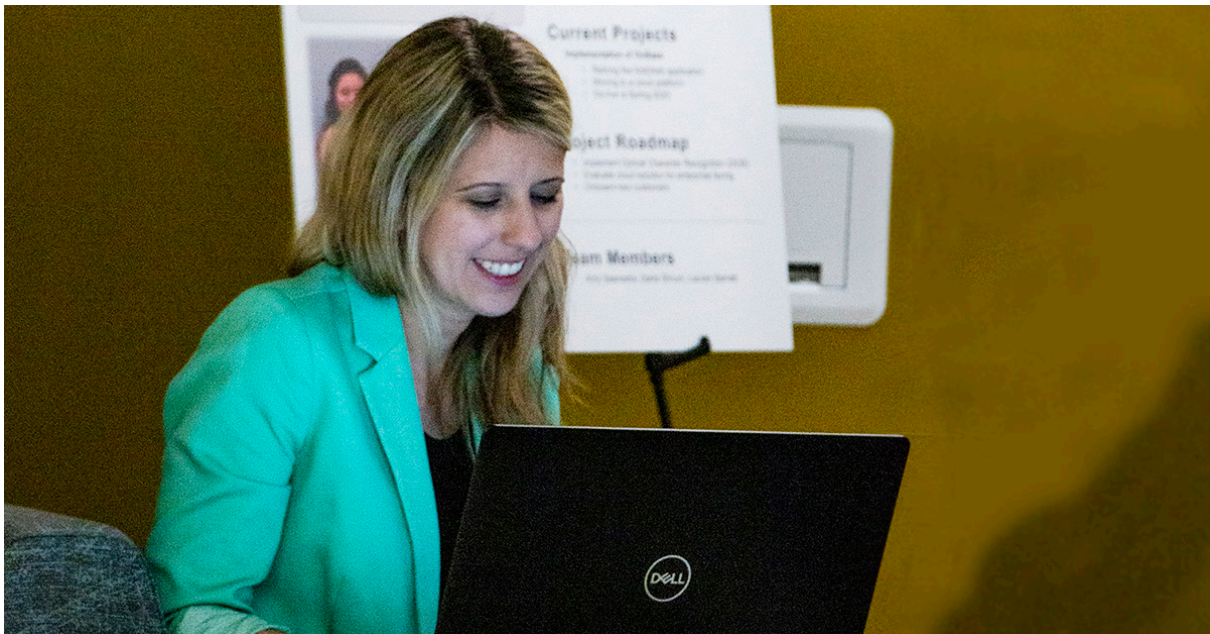


# Meet Pravin Mate!

Growing up in India, Pravin Mate became fascinated with technology during the Y2K craze. He pursued a degree in technology and landed at FSU in 2016, where he works as an ERP Analyst III. Nowadays, Pravin truly enjoys making the myFSU Student Central and myFSU HR systems easier for users and enjoys playing with his seven-month-old son even more.

Meet Pravin

## Shout Outs



## Enterprise Document Management Team

A huge kudos to the Enterprise Document Management team on the successful transition to OnBase, the university's new enterprise document management system, in early August. **Darla Shrum, Allison Golden, Lauren Barrett** and **Maria Whitaker** were instrumental in the almost 2-year project. "The conversion was perfectly coordinated and beautifully executed, absolute poetry in motion!" praised application developer Loretta Veenstra.

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*"I've been at FSU for almost a year, and I want to give a big THANK YOU to **Chris Hart**. Chris has always gone out of his way to help me since I started, and I always appreciate that Chris is always teaching me something new."*

Haley Exum, IT Support Specialist

# By The Numbers

# 126,361

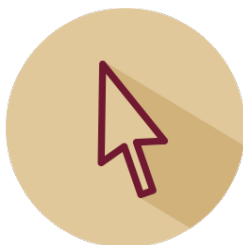
number of PDFs checked for accessibility on FSU websites

## IT Roundup



### Featured Service - URLSS

The university's URL shortening service takes long URLs and condenses them into short, FSU-branded links, and now encompasses Zoom and Qualtrics links. Go to [bitly.com](https://bitly.com) and copy and paste a link to shorten it.



### Tech Tip - FSU Phish Tank

Wondering if you just received a phishing email? Check the [ITS Phish Tank](#) to see a list of known email scams circulating the university. Forward any phishing emails to [abuse@fsu.edu](mailto:abuse@fsu.edu), and remember ... When in doubt, don't click!



### Learn IT - Zoom Calls

Use these strategies to maximize engagement and minimize distractions to make your next virtual meeting productive (and secure) with [Zoom: Leading Effective and Engaging Calls](#).



### Green IT - Organic Foods

Access to organic foods has increased over the past few years, and now that they are becoming more affordable and mainstream, many consumers want to understand the advantages of buying organic. [Become an educated consumer](#) and find out if organic products can benefit you, your family and the environment.





## Join IT

Join our team! Browse IT [job openings at FSU](#).

[Senior Data Engineer](#)  
[Storage Administrator](#)  
[Senior Data Integration Architect](#)  
[Network Administrator](#)

## Calendar



[Intro to Python  
Workshop](#)  
09/29



ITS Town Hall  
Meeting  
09/30



IT Professionals  
Forum  
10/01



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